

**Product Number: 4217.06.15**

## **ARCHIVES - PUBLIC NOTICE WEBSITE**

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**Version:** 001  
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The Public Notice Website provides the public with a “one-stop” shop for finding all public notices throughout the state of Utah. Individuals are able to search the website by governmental entity, public body, and type of meeting. They are also able to subscribe to a particular public body to receive updates to the notice(s).

The hours of support required for Public Notice Website are listed below.

Application	Support Hours	Days of Week
Public Notice Website	Business Hours	Monday - Friday

### **PRODUCT FEATURES AND DESCRIPTIONS**

FEATURE	DESCRIPTION
Administration Tool	The administrator of this website is the Division of Archives. The administrator has the responsibility to add/update/delete Governmental Entities, Public Bodies, Owners and Posters.
Ability to Subscribe	This website allows the user to subscribe to particular Public Bodies. It provides subscription through RSS feed or email. It allows user to email notice to friend, add to calendar, or print notice.
Search Ability	Users are able to search for current and past notices.
Posting	The product provides an easy-to-use web application for posting public notices.

### **FEATURES NOT INCLUDED**

FEATURE	EXPLANATION
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## STATE OF UTAH/DTS

## PRODUCT DESCRIPTION

No ability to interface with current notice systems.

Due to the possibility of numerous systems accessing this feature, it has been designed so that the Public Notice Website will not interface with any other system (unless approved by the Legislature).

## RATES AND BILLING

FEATURE	DESCRIPTION	BASE RATE
Rates for Support	Utah Interactive is solely responsible for all maintenance/enhancements/server and database support. Costs will be determined in agreement between Archives, UII, and DTS	TBD
Rates for DTS Support	For support provided by DTS	See DTS Approved Rate

## ORDERING AND PROVISIONING

Not applicable

## DTS RESPONSIBILITIES

DTS is responsible for the coordination and oversight of the work that Utah Interactive performs on this product. This includes the hosting of the application, enhancements to the application, storage of data and archiving of the information as agreed upon with the Division of Archives.

## AGENCY RESPONSIBILITIES

The Agency is responsible for:

- Identifying updates to the applications
- Administering the site
- Training
- Contacting vendor when issues arise

## DTS SERVICE LEVELS AND METRICS

## STATE OF UTAH/DTS

## PRODUCT DESCRIPTION

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

### Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

Metric Description	Target
System Availability	The system will function per the agreed upon business requirements. The system will be available 24 x 7 x 365. It will be supported by DTS during Archives regular business hours Monday through Friday. We are striving for 99% availability during the supported hours. This will allow for unplanned downtime due to unforeseen events.

### Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the timelines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Timelines
Low priority - 6 Business hours	90%
Medium priority - 4 Business hours	90%
High priority - 3 Clock hours	90%
Critical priority - 3 Clock hours	90%

## STATE OF UTAH/DTS

## PRODUCT DESCRIPTION

### Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the timelines set below based upon critical, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at: <http://dts.utah.gov/metrics/index.php>.

<b>Time to Initial Response</b>	<b>Target: Percent of Tickets Meeting Priority Timelines</b>
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%
High priority – 1 Clock hour	90%
Critical priority – 30 Clock minutes	95%

### First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

<b>Metric Description</b>	<b>Target</b>
<b>First Contact Resolution</b>	<b>65% of all incidents reported resolved on initial contact</b>

### Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Services web page at <http://dts.utah.gov/metrics/index.php>.

#### Customer Satisfaction Target

<b>Metric Description</b>	<b>Target</b>
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied